



ESNZ Affiliated Shows – Debt Recovery Information and Process

It has come to our attention that a number of shows are having issues in recovering debt from their customers. In aim of support for ESNZ affiliated shows the ESNZ Jumping board has elected to set up a debt recovery system that shows can use to ensure payment of outstanding debts (Note: we will only assist in recovering jumping and direct show debts e.g. stabling and ground fees).

The show committee must make all reasonable attempts to recover the debt as outlined below, before engaging ESNZ Jumping to assist in the recovery of the debt. Please keep a record of all email, mail and phone contact with the customer during the debt recovery process as these will be required by ESNZ Jumping.

Debt recovery procedure

These steps should be used to contact your customers about an outstanding payment from friendly reminder through to letter of demand and engaging ESNZ Jumping in the debt recovery process.

1. Contact with a friendly payment reminder

Once the payment is overdue phone, email or mail the customer with a courtesy reminder. The customer may have forgotten, paid into the wrong bank account or other minor issue and your contact will be enough to get the invoice paid. Include your payment options, banking details and contact information to make it easier for your customer to pay you quickly. Ideally this should be before the show.

2. Contact with an overdue payment reminder – 30 days

If the payment remains outstanding and there has been no contact, phone the customer or send another email or letter reminder of the money owing and request payment.

3. Contact your customer with a final notice – 60 days

In the event that all attempts to contact them have failed, send them a final notice - letter or email. Please ensure that you state the following in your letter of demand. “Failure to receive payment in full within seven days will result in the debt being registered with ESNZ Jumping.”

If you still haven't been paid, then please forward a full record of all communication with your client along with a full invoice/record of entries showing the outstanding debt along with your bank account and reference for payment.

We will then send the customer a letter indicating that the debt has been lodged with ESNZ Jumping requesting that payment be made directly to you.

ESNZ Jumping process:

Once the debt has been registered with ESNZ Jumping the following process will be enacted.

1. A letter will be written to the debtor asking for an explanation outlining the following:
 - a. The debtor has 10 days to make the full and final payment to the show (providing details of bank accounts and references).
 - b. If this is not met, the debtor will be suspended from competition until all debts are paid in full. (Remembering at this point they are a 90 day debtor and all efforts have been made).
 - c. The name of the debtor will be issued to all pending shows so secretaries know there is an issue and no entries are to be accepted until further notification from this debtor.
 - d. If there is further failure to pay, the debt will be referred to a collection agency for recovery and all costs will be met by the debtor.